

# **STATE OF TENNESSEE, DEPARTMENT OF HUMAN SERVICES**

## **DEPUTY COMMISSIONER**

The Department of Human Services, Executive Division, is currently seeking experienced candidates for a Deputy Commissioner for Programs and Services position. This is an Executive Service position and is located in downtown Nashville.

### **PRIMARY FUNCTION AND PURPOSE:**

The Deputy Commissioner for Programs and Services of the Tennessee Department of Human Services assists the Commissioner with the administration, supervision, program planning, and program evaluation of the department's programs. Duties will include providing leadership for community level assessments; planning; grant development; community implementation of services via supervision of division and heads (Assistant Commissioner); budget development, monitoring and fiscal oversight. The Deputy Commissioner also plays an active and lead role in legislative process.

The Deputy Commissioner for Programs and Services will be accountable for the efficient and effective performance of the administrative and technical operations of the department and direct supervision of employees ranging in skill level from clerical to professionals. The Deputy Commission must work to ensure compliance with all state and federal policies and ensure fiscal leadership. The Deputy Commissioner must be able to operate with appreciable latitude and make decisions commensurate with demonstrated ability, scope of authority and in consult with Commissioner for approval in matters that may require deviation from established policies and in matters having major impact or long-range effects on the department.

The Deputy Commissioner for Programs and Services participates in Department management efforts including strategic planning, labor relations, department budgeting and forecasting, research and analysis of new technologies or procedures, and coordination of activities leading to overall Department success and mission fulfillment.

### **ORGANIZATIONAL RELATIONSHIPS:**

Persons in this position supervise six or more department staff and carries out supervisory responsibilities in accordance with the organization's policies, and applicable state and federal laws.

Supervisory responsibilities include recruitment, interviewing, developing recommendations for hiring, and training employees; planning, assigning, and directing work; appraising performance; evaluating and disciplining employees; addressing complaints, and resolving problems.

Facilitates the development and maintenance of positive working relationships with state and federal government officials, customers, state agency representatives, community organizations, and others as required to carry out the essential duties and responsibilities of the position.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Assist in budget development, fiscal contract administration, and oversight.
- Provide coaching, development, and supervision for direct reports.

- Performs complex planning and organization of department programs. Acts as a liaison with various community, state, and health or social services organizations. Routinely demonstrates the ability to make good leadership and management decisions.
- Performs duties in a manner that is mission driven and customer focused.
- Performs duties in a manner that is congruent with the Department's strengths based service delivery philosophy, servant leadership approach, and learning organization principles.
- Assist in review/preparation Requests for Proposals/Qualifications (RFP/RFQ) and advertise per standard procedures.
- Compile and analyze a variety of socioeconomic, current service statistics and program planning data.
- Lead transformational efforts with effective change management strategies.
- Evaluate the impact of current programs for use in future planning.
- Conduct research and develop policy recommendations. Create program policies and/or ensure policies are updated to meet the requirements of all programs and grants.
- Research and prepare grant proposals and assist with review and approval of reports and state plans for existing and new programs. Adjust and revise to better accomplish departmental and goals and objectives.
- Oversee and ensure data integrity in partnership with division heads.
- Responsible for overseeing monitoring of contracts with community agencies and individual contractors relating to human services programs and demonstrates ability to negotiate corrective action plan with contractors who are out of compliance with subcontracts.
- Contributes to effective community relations. Serves as a resource person to respond to inquiries from other departments, agencies and public and provide information within scope of knowledge or refer to appropriate source.
- Acts as a spokesperson, which could include media interviews.
- Responsible for systematic and successful approach to Departmental response for citizen complaints associated with department programs or other issues as assigned. Assists in coordination of issue analysis, citizen complaints, or other concerns.
- Coordinates with local (community), state, and federal agencies regarding program issues, joint planning efforts, grants, and other related matters.
- Assists with the planning and implementation of department disaster response activities in cooperation with Emergency Management.
- Responsible for ensuring the programs and services fulfill required outcomes and performance targets.

- Performs other duties and work as assigned.

## **MINIMUM QUALIFICATIONS:**

### **Education and Experience**

Master's Degree in Public Social Service or Human Service related field such as Psychology, Social Work, Master's Public Administration, or closely related field.

Minimum of four to six years of supervisory experience.

In addition to the minimum requirements, the following is preferred:

Ability to demonstrate combination of experience and education which provides the applicant with the following attributes:

- Knowledge of public human services program principles;
- Knowledge of budget development and management;
- Knowledge of grants administration;
- Knowledge of long- and short-range program development
- Knowledge of local government policy and decision-making process;
- Knowledge of project management principles and practices;
- Knowledge of human resource management issues;
- Ability to establish and maintain effective working relationships with appointed or elected officials, Boards and commissions, the general public and outside agency personnel;
- Ability to communicate and negotiate effectively among diverse interests and groups

### **Required Knowledge and Abilities:**

Ability to satisfactorily perform each of the essential duties and responsibilities.

Knowledge of supervisory practices and procedures as applied to management of staff.

Ability to establish and maintain effective working relationships with the public, other agencies, and Department employees.

Ability to think strategically

Ability to plan, organizes, implement, and evaluate multiple programs.

Ability to review and prepare various grant applications

Ability to readily adapt, create, and sustain an agile/nimble organizational culture

Ability to effectively analyze and resolve problems.

Knowledge, understanding and ability to use personal computers utilizing MS Windows operating system, word processing, database and spreadsheet software and computer software for various applications relative to the position.

### **BEHAVIORAL STANDARDS:**

Ability to communicate effectively and independently in written and oral form with a variety of managers, technical staff, community groups, agencies and officials. Ability to work cooperatively with others and foster a team spirit with all levels of personnel

Conduct oneself respectfully and courteously to customers, staff, contract service providers, administration and other partners and other county employees. Be a team player that participates and encourages the department in meeting its objectives

Effectively communicates with customers and employees. Positively represent Department and state demonstrating honest and ethical behavior

Ability to operate effectively under pressure and during times of crisis

### **WORK ENVIRONMENT/PHYSICAL REQUIREMENTS:**

Work is generally conducted in an office environment. The job functions require the ability to attend meetings, seminars, training and conferences as well as travel (in-state and out of state) to off-site facilities.

The duties require sitting, standing, often times for long periods, walking on all types of terrain, maintaining balance, climbing stairs and inclines, kneeling, bending, stooping, crouching, reaching, pushing, pulling, twisting, requires a sense of touch, finger dexterity, ability to grip with hands and fingers, to lift and carry up to 30 pounds. May be required to work offsite and subject to outside temperatures and inclement weather.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

Pursuant to the State of Tennessee's policy of nondiscrimination, The State of Tennessee Department of Human Services does not discriminate based on race, sex, religion, color, creed, pregnancy, national or ethnic origin, age, disability, or military services in its policies, or in the admission or access to, or treatment or employment in, its programs, services or activities.

Cover letter and resumes are to be sent to Ben Maxwell at [Benjamin.Maxwell@tn.gov](mailto:Benjamin.Maxwell@tn.gov) by 4:30 pm on Tuesday, December 30, 2014.